



Confirmation of Service Order
Special Access/FCC2 - Base Rate, Fractional DS1, DS1 and DS3 Services

Service Type: <input type="checkbox"/> Base Rate Point-To-Point <input type="checkbox"/> Fractional DS1-128 <input checked="" type="checkbox"/> DS1 Surcharge Exempt?	
<input type="checkbox"/> Base Rate Multi-Point <input type="checkbox"/> Fractional DS1-256 <input type="checkbox"/> DS3 <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Fractional DS1-384	
Order Type: <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Conversion	<input type="checkbox"/> Upgrade (Faster speed; ex: DS0 to DS1) <input type="checkbox"/> Upgrade (Same Service/Longer Term; ex: 3yr to 5yr) <input type="checkbox"/> Winback
Existing Contract #:	Existing Circuit ID:
Term Plan (months): <input type="checkbox"/> 12 <input type="checkbox"/> 24 <input type="checkbox"/> 36 <input type="checkbox"/> 48 <input checked="" type="checkbox"/> 60	Requested Installation Date:
Monthly Charges: \$287.99	Non-Recurring Charges: \$50.00
Circuit Quantity: 1	# Multipoint Locations:
Service Location #1: 111 W. Franklin Ave, Naperville, IL 60540	Service Location #2: 2600 US Route 34 East, Sandwich, IL 60548

Your signature acknowledges that you understand and accept the terms and conditions on Pages 1 and 2 and that you are authorized to make the commitments under this Order.

CUSTOMER

Authorized Customer Signature

Print Name and Title

Date

APPS Communications
Company Name

10470 West 164th Place
Billing Address

Orland Park, IL 60467
City, State and Zip Code

David Apps
Customer Contact

708-403-9200
Customer Contact Phone Number

Existing Billing Account Number (if applicable)

SBC

Authorized SBC Signature

Print Name and Title

Date

Walter Bradford
Sales Representative Name
Sales Code: w440109

SBC
Company

2000 West SBC Center Drive - 4B41F
Street Address

Hoffman Estates, IL 60196
City, State and Zip Code

847-248-2105
Phone Number

847-248-2703
Fax Number





Confirmation of Service Order
Special Access/FCC2 - Base Rate, Fractional DS1, DS1 and DS3 Services

This Confirmation of Service Order ("Order") serves as a confirmation of Customer's agreement to purchase BaseRate, DS1, Fractional DS1 or DS3 Service ("Service") from SBC Illinois, SBC Wisconsin, SBC Ohio, SBC Michigan, SBC Indiana ("SBC") based upon the service address location under a term plan according to prices, quantities, terms and conditions in the applicable SBC tariffs.

Rates Monthly Charges are based on term plan rates in effect in the applicable tariffs at the time Service is installed. During the term, rate decreases as applicable, will automatically be applied to the Monthly Charges. Rates will not increase above Monthly Charges in effect at the time service is installed for Service between the locations listed in this Order. Monthly Charges may change if a Service location is moved.

Term and Expiration The Service term is the term plan selected by Customer on Page 2. Upon expiration of the Service term, the Monthly Charges will revert to the prevailing month-to-month rates¹ unless Customer renews the term plan or terminates Service prior to the expiration of the Service term. Upon renewal new Monthly Charges will be applied according to the rates in effect at the time of renewal.

Term Plan Change Prior to the completion of the selected Service term plan, Customer may renew or change to a different term plan without incurring early termination charges, provided the new term plan (i) is for an equal or greater number of circuits than the number ordered herein and (ii) is greater in length than the months remaining on the Service term plan ordered herein. Monthly Charges for the new term plan will be based on rates in effect at the time the new plan is ordered.

Service Upgrade Customer may upgrade Service to a higher speed DS1, DS3 or SONET Service or to the same or higher speed SONET Xpress Service (the "Upgraded Service") without incurring early termination charges; provided that the Upgraded Service is (i) under a term plan that is equal to or greater in length than the number of months remaining in the term plan ordered herein and (ii) is installed between the locations herein. NRCs will apply to the Upgraded Service.

Move In the event Customer moves one end of Service to a new location, Customer will not incur early termination charges provided termination of the old circuit and installation of the new circuit are ordered to occur concurrently. NRCs will apply at the new location as applicable. Customer's Monthly Charges will not change unless the new location is served out of a different central office. Any changes to the Monthly Charges will be based on rates in effect at the time of Customer's execution of this original Order. Revised Monthly Charges will be automatically applied for the months remaining in the Service term plan. If Customer moves both ends of the Service circuit concurrently, Customer will be liable for an early termination charge.

Early Termination In the event Customer terminates the Service in whole or in part prior to the expiration of the term plan (except as otherwise permitted in this Order), Customer will be liable for an early termination charge, which will be equal to the amount of savings Customer received while the Service was installed. The charge will be calculated as follows: a. Determine the difference between the monthly rates (in effect at the time of termination) for the term plan Customer would have completed² and Customer's Monthly Charges at the time of termination; b. Multiply the difference by the number of months Service was installed; and c. Add the difference between NRCs Customer originally paid and NRCs for the term plan Customer would have completed³. Termination of the Service within the first 12 months will be subject to an additional charge which will be calculated as follows: Take 40 percent⁴ of the 12-month rate (in effect at the time of termination) and multiply by the number of months remaining in the first year of the term plan.

Assignment Customer shall not assign or otherwise transfer any rights or obligations under this Order without prior written consent of SBC, which consent shall not be unreasonably withheld or delayed. Any such assignment without prior written consent of SBC shall be void.

Liability The liability of SBC, its affiliates, successors, agents or "assigns" for damages from Service interruptions or defects shall not exceed the prorata amount of Monthly Charges for the time Service was affected.

Tariffs In the event of conflict or discrepancy between provisions of this Order and provisions of the applicable tariff or catalog, the provisions of the tariff or catalog will prevail. The applicable tariffs are the complete agreement of the parties and supersede any discussions, representation, or proposals, written or oral, concerning the Service.

¹ Monthly extension rates will apply for DS3 Service.

² If termination occurs within the first year, 12-month rates will apply.

³ If termination occurs within the first year, NRCs for the minimum service period will apply.

⁴ For DS3 Service 85 percent will apply.